



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V482

Manufacturer Name: FRONTRUNNER BUS GROUP, INC.

Submission Date: Jul 24, 2026

NHTSA Recall No.: 26V482

Manufacturer Recall No.: FR-26-01

Manufacturer Information

Population

Manufacturer Name: FRONTRUNNER BUS
GROUP, INC.

Address: 33 Manning Road
Billerica MA, 01821

Total number of potentially involved: 24

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 Frontrunner Bus Group, Inc Frontrunner

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Transit Bus

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Feb 02, 2026 - May 29, 2026

Number of potentially involved: 24

Descriptive Information:

On April 20, 2026 Frontrunner Bus Group was notified by Q'Straint through their recall 26EO22 of a recall affecting their QRT-360 Model Retractor shipped between 11/11/25 and 02/17/26. Frontrunner bus group when through their records and build sheets and determined that a population of twenty-four 24 buses were affected. Nine 9 of the buses were physically on site and the retractors were removed and replaced with non affected units. Fifteen of the buses had already been shipped.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Retractor May Not Lock

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

An unlocked retractor will not properly secure a wheelchair and place the passenger at risk of serious

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injury or death during normal vehicle travel, emergency maneuvers, or a crash.

Description of the cause:

Sticking of the auto release function due to interference between internal components

Identification of any warning that can occur:

An unlocked retractor is detectable when performing standard functional inspection, pre-trip inspection, or observed abnormal wheelchair movement per Q'Straint User and Care Manual.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Red Wood Enterprise Co, LTD

Address: No. 8 Jin Yang East Road
Lu Jia Zhen; Kunshan, Jiangsu Foreign States, 215331

Country: China

Involved Components

Component Name 1: Retractor

Component Description: QRT-3 Retractor

Component Part Number: Q0110002

Chronology

Q'Straint notified Frontrunner Bus Group, Inc. (formerly New England Wheels, Inc.) with a Part 573 Safety Recall on or about April 20, 2026. Frontrunner identified 24 affected units, of which 9 were remedied. Frontrunner provided Q'Straint a list of all affected buses by VIN # and included date of production, date shipped, end user, and contact information per Q'Straint's instructions.

Related NHTSA Recall Number: 26E022

Description of Remedy

Remedy Type: Replace

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Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Customers will be notified to inspect and remove any retractors bearing the suspect Part Number Q011002, and Date of Manufacturing. Suspect products will be replaced by Q'Straint at no expense.

How remedy component differs from recalled component:

Remedy components will be of a different Date of Manufacture (DOM) Identification that do not exhibit the defect.

Identify how/when recall condition was corrected in production:

All in-house suspect material was quarantined by Q'Straint. Products manufactured or shipped after February 17, 2026, did not use any suspect supplied material.

Reimbursement Plan

Description of reimbursement program:

Replace suspect components free of charge.

Period of reimbursement:

Product shipped from November 11, 2025 to February 17, 2026

Costs to be reimbursed:

Replacement product and freight.

Address for reimbursement claims:

4031 NE 12th Terrace
Oakland Park FL, 33334

Recall Schedule

Description of recall schedule:

Notification letters were mailed from Q'Straint, along with a service bulletin were mailed beginning April 30, 2026. The Service bulletin identified the suspect Part Number (Q011002), and Date of Manufacture of (Aug-25 and Sep-25), and requested inspection and removal of suspect units, with instructions for obtaining replacement units.

Frontrunner Bus Group will supply the same as above per the schedule below.

Planned Dealer Notification Date: Aug 03, 2026 - Aug 07, 2026

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Aug 03, 2026 - Aug 31, 2026

☐ Phased Recall

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Date when VIN will be searchable: